

UTILITIES OPERATIONS AND MAINTENANCE MANAGER

DEFINITION

Under general direction, to supervise, plan, schedule, and review activities related to the operations, maintenance, and installation of the City's water, sewer and storm water systems including transmission, distribution, storage and pump facilities, sewer and storm water pump facilities sewer collection system, as well as field customer services.

DISTINGUISHING CHARACTERISTICS

This is a section head management classification allocated to the Utilities Division of the Public Works Department reporting to the Deputy Director of Public Works - Utilities. The Utilities Operations and Maintenance Manager is responsible for the operation of the City's water, sewer and storm water systems and performs responsible management in support of the Utilities Division's goals and objectives. The position is also responsible for assisting the Deputy Director of Public Works – Utilities in the overall planning, administration, and management of Utilities Operations and Maintenance functions.

This position serves as the Chief Operator for the City's water system.

SUPERVISION RECEIVED

Receives general direction from the Deputy Director of Public Works - Utilities.

SUPERVISION EXERCISED

Provides direct supervision of subordinate supervisors and indirect supervision to meter services, backflow program, water field construction and field maintenance, utilities operations and mechanical maintenance, sewer collection, and clerical staff.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Directs the operation and maintenance of the City water distribution system, operation and maintenance of the City's sewer collection system and sewer pump stations and storm water pump stations.

Coordinates operations with the needs of the public, outside agencies, and other City divisions.

Assists the Deputy Director with budget preparation and performs other administrative work as assigned.

Receives, investigates, and responds to public inquiries, concerns, and complaints, and requests for service.

ESSENTIAL DUTIES (continued)

Works cooperatively with City staff, residents, businesses, property owners, and other utilities and outside agencies.

Confers with developers and contractors as needed to ensure that the City's water and wastewater system standards are met.

Identifies electrical and mechanical maintenance needs in the utility system and initiates proper action to resolve the problems. Assures that emergency staff is available 24-hours a day to take necessary action.

Identifies water mains and appurtenances maintenance needs in the utility system, and initiates proper action to resolve the problems. Ensures that the meter reading program is always on track and meets its goals. Assures that emergency staff is available 24-hours a day to take necessary action.

Oversees the development of schedules and establishment of assignment priorities for the water field maintenance and construction section, as well as the utilities operations and maintenance section.

Develops and maintains specifications for water and sewer system equipment and recommends major purchases. Oversees the testing and approval of backflow prevention devices.

Prepares and maintains specialized water system records and forms, and reports to regulatory agencies. Prepares all correspondence needed to ensure effective coordination between the Utilities operations and maintenance, Public Works, other City departments, and the general public.

Responsible for interaction with all regulatory agencies related to the operation and maintenance of the water distribution and sewer collection system, and preparation of all required reports.

Reviews, evaluates and prepares comments on construction plans, drawings and specifications related to water and sewer system infrastructure projects including mechanical, electrical, and instrumentation systems.

Responsible for operation and maintenance activities for transfer of water from Hetch Hetchy aqueduct turnouts to the City's distribution system, maintenance of emergency wells, water pump stations, reservoirs, emergency interties and pressure regulating stations.

Participates in interviewing and selection of new employees, and training of employees in work procedures, standards and safety practices.

Prepares and provides input into employee performance evaluations, conducts counseling on work-related issues, and makes recommendations regarding discipline.

ESSENTIAL DUTIES (continued)

Responsible for complete, timely, and accurate water meter reading, repair, replacement, and services related to meter activation and shutoff.

Serves as chairperson of the Public Works Department's Safety Committee.

Prepares at least annual performance evaluations for all directly assigned staff, and ensures that same is prepared for all staff under the position's indirect supervision.

Performs other related duties as assigned.

JOB RELATED ESSENTIAL QUALIFICATIONS

Knowledge of:

Water transmission and distribution operations and maintenance programs and underground installation and safe work practices.

Principles of hydraulic theory as it applies to water distribution and storage systems, water transmission systems, pressure zones and pressure regulating valves and water and sewer pumping stations.

Current methods, codes and regulations governing potable water disinfection, testing and reporting including water related hazardous materials storage and reporting requirements.

Supervisory Control and Data Acquisition (SCADA) systems including data propagation methods, and associated hardware and software.

Mechanical and electrical equipment commonly used in water distribution and sewage pumping systems.

Sewer collection system operations and maintenance, and all the regulatory requirements related to sewer collection, including sanitary sewer system overflow reporting regulations.

Modern Asset Management processes, procedures, and equipment.

Modern work order development, execution, and final billing.

Modern processes, procedures, and equipment in inventory control and operations of a utility parts and supplies store.

Principles of management and supervision including work planning, direction, training, and evaluation of work and staff performance.

JOB RELATED ESSENTIAL QUALIFICATIONS (continued)

Ability to:

Direct the daily operation of a municipal water distribution system, and sewer and storm water systems; and trace and correct mechanical or procedural errors.

Supervise, train and evaluate subordinate supervisory, technical and support staff; and coordinate shift schedules to insure the timely processing of the public's request.

Communicate both orally and in writing to prepare clear and accurate maintenance and safety reports, lead discussions, and present information to City staff, contractors, and the general public.

Review and evaluate construction plans, drawings and specifications related to water and sewer system infrastructure projects including mechanical and electrical systems.

Calculate water and sewer system historical and instantaneous performance using a variety of data, formulas and equations.

Troubleshoot SCADA problems and implement solutions; and recommend projects related to SCADA expansion, upgrade or new installations.

Make reasonable assessments as to repair or replacement of equipment; and advise Utilities staff, design consultants, engineers and contractors in acquisition and installation of new equipment.

Make informed judgments concerning operational parameters of water and sewer systems; and make independent judgments during emergencies.

EXPERIENCE AND EDUCATION

Any combination of experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to qualify is:

Experience: Five (5) years of progressively responsible supervisory experience in the installation and maintenance of a water system including two (2) year of responsible supervisory or management experience in a distribution system classified as a D4 system or higher by the California Department of Health Services.

Education: Completion of twelfth grade or possession of GED, supplemented by college course work related to potable water, water distribution, wastewater collection, recycled water distribution, or a science field. Possession of an Associate's Degree in water distribution, wastewater collection, recycled water distribution, or in a science field may be substituted for the required coursework. Possession of a bachelor's degree is desirable.

EXPERIENCE AND EDUCATION (continued)

License or Certificate: Requires possession of a valid Water Distribution Operator D4 Certificate issued by the California Department of Health Services

OR

Possession of valid Water Distribution D3 Certification issued by the California Department of Health Services with the ability to obtain a D4 Certification within eighteen (18) months of appointment to the position

AND

Possession and maintenance of a valid certificate of registration as a professional civil or mechanical engineer issued by the State of California

Possession and maintenance of a valid Class C California Drivers License

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; to work in a field environment when needed in various weather conditions; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, crouch, stoop, squat, walk, reach, bend and safely lift and move equipment and material weighing up to 35 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; read and comprehend legal, technical, and complex documents, interact with the public and all different levels of City staff in an effective and professional manner; and safely drive to various locations throughout the City and County to travel to fulfill assigned duties and to review work outdoors. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) Year

716CS11

Created: July 2011

AAP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt